

Asian Pacific Products, Inc. Warranty Claim Form

To begin the warranty claim process, please fill out this form to the best of your ability and click the submit button below. A warranty claim's representative will then contact you shortly to finish processing your claim.

Name: _____

Address: _____

Phone : _____ Alternate Phone: _____

Email: _____

Where did you purchase your door? (Please include Proof of Purchase to process claim)

Type of purchase:

- Stock Inventory
- Special Order
- I Don't Know

How was the door obtained:

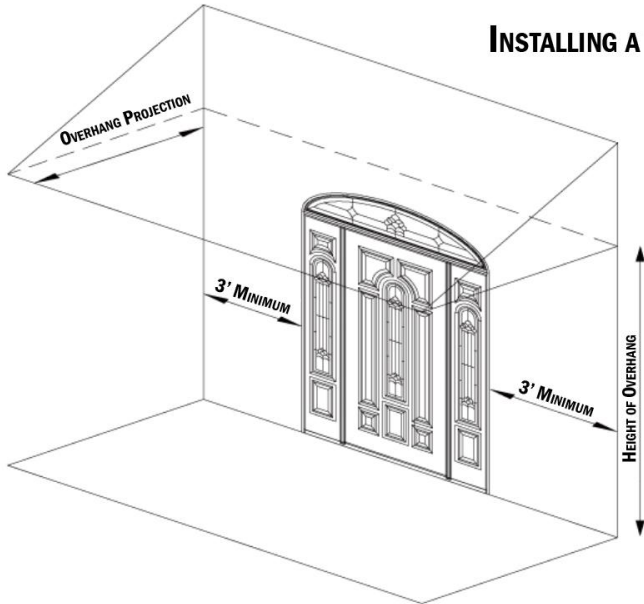
- The door was shipped direct to my house.
- The door was delivered by my contractor / installer.
- I picked up the unit at a local store.
- The door was delivered by local store.
- Other: _____

Who installed the door:

- Local Store
- Professional Contractor / Installer
- Owner / Do-It-Yourself
- Not Installed

Installation Date: (01/01/2011) _____

Notice: Operation of door is factory tested prior to shipping. If the door is not operating properly, the problem is often with the installation, not the unit itself. Please contact your installer to verify the door has been properly installed. Many problems result from improper shimming or not being square and level.



INSTALLING A WOOD DOOR IN ANY DIRECT SUNLIGHT WILL VOID WARRANTY

LACK OF PROPER OVERHANG WILL VOID WARRANTY

INSTALLING A STORM DOOR WILL VOID WARRANTY

THE "OVERHANG PROJECTION" MUST MEASURE AT LEAST 1/2 THE "HEIGHT OF OVERHANG. THE OVERHANG MUST EXTEND AT LEAST 3 FT. ON BOTH SIDES OF THE UNIT, UNLESS PROTECTION FROM SIDE WALL IS PRESENT.

THE OVERHANG MUST PROVIDE THE UNIT COMPLETE PROTECTION FROM DIRECT SUNLIGHT.

PLEASE PROVIDE THE FOLLOWING MEASUREMENTS:

UNIT WIDTH: _____ **OVERHANG HEIGHT:** _____

OVERHANG WIDTH: _____ **OVERHANG PROJECTION:** _____

Items Excluded from Warranty:

- Concealed damage reported after 48 hours from delivery (As per freight company policy)
- Concealed damages after door is installed
- Damage from lack of proper overhang
- Damage from installation of storm door (Causes heat and moisture between both doors)
- Damage from direct exposure to elements
- Damage from door modifications
- Warpage of less than 1/4"
- Cracked or broken glass

Does your door have required overhang as described above?

- Yes
- No

If yes, please continue on following page:

Door

- Cracked / Split
 - Warp
 - Blistering
 - Delaminating
 - Fading
 - Other:
-

Sidelight (if applicable)

- Cracked / Split
 - Warp
 - Blistering
 - Delaminating
 - Fading
 - Other:
-

Raised Molding (if applicable)

- Crack
 - Warp
 - Separating
 - Other:
-

Glass (if applicable)

- Crack
 - Scratched
 - Other:
-

Sill/T-Astragal

- Damaged
 - Other:
-

Raised Molding (if applicable)

- Crack
 - Warp
 - Separating
 - Other:
-

Jambs

- Crack
 - Warp
 - Blistering
 - Delaminating
 - Other:
-

Finish

- Fading
 - Blistering
 - Peeling
 - Checking / Splitting
 - Other:
-

Required photos must be received before warranty claim can be reviewed for approval. Please submit at least the following four photos:

1. Close-up photo(s) clearly showing any and all damage areas or warranty issues
2. Curbside photo(s) from 10-20' back, showing entire unit and entryway overhang
3. Photos from inside and out showing complete door unit

Additional Details / Comments:

The above statements and facts are true and correct:

Signature: _____ Date: _____